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November 29, 2002

VIA FACSIMILE EXPEDITED PROCEDURE

To: Examiner Olisa Anwah

Group Art Unit No. 2645

U.S. P. T. O.

Facsimile No. 703-872-9314

From: Phillip E. Miller

Facsimile No. 703-761-2375

Re:

Enclosed §1.116 Amendment

U. S. Patent Application Serial No. 09/421,363

Our Ref: YOR.121

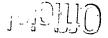
Dear Examiner Anwah:

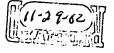
Enclosed is an Amendment, responsive to the September 25, 2002 Office Action, which should place the above-referenced case in condition for allowance.

Thank you in advance for your kind consideration of this case.

Phillip Willer

PEM/cc Enclosure





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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Filed: November 19, 1999

Group Art Unit: 2645

Examiner: Olisa Anwah

SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN

INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Assistant Commissioner of Patents

Washington, D.C. 20231

Box AF

For:

AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated September 25, 2002, please amend the above-identified application as follows:

IN THE CLAIMS:

Please amend the claims to read as follows:

(Amended) A method for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:

storing a caller profile; and

retrieving the caller profile to construct a personalized IVR dialogue menu and play out the personalized menu,

wherein said personalized IVR dialogue menu is at least one of based on a caller access pattern and configurable by said caller.

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16. (Amended) A system for personalizing an interactive voice response (TVR) system to reduce a number of key sequences to reach a desired source of information, comprising: a storage device for storing a caller profile; and

Received from < 703 761 2375 > at 11/29/02 3:49:15 PM [Eastern Standard Time]